Investors' complaints received by SEBI

3733. SHRI SATISH PRADHAN: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that the thousands of complaints are being received by Securities and Exchange Board of India (SEBI) from investors against several companies;

(b) whether it is a fact that some companies, such as Essar Gujarat Limited, have repeatedly been figured in the list of such companies;

(c) whether it is a fact that the Companies Act, 1956 empowers Government to prosecute the companies with regard to some of the common investor complaints;

(d) whether Government have launched any such prosecutions particularly against the companies who have repeatedly figured in the aforesaid list;

(e) if so, the number thereof; and

(f) if not, the reasons thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) Yes, Sir.

(b) Yes, Sir.

(c) Yes, Sir.

(d) Government has launched prosecutions against defaulting companies and officers thereof for contravening the provisions of the Companies Act, 1956, on the basis of information available, including complaints received from investors and other agencies.

(e) 179 prosecutions have been launched againt defaulting companies during the last two years.

(f) Does not arise in view of replies to (d) and (e) above.

Working of Nationalised Banks

3734. SHRI O. P. KOHLI: Will the Minister of FINANCE be pleased to state:

(a) whether the attention of the Government's have been drawn to the newsitem appearing in the Hindustan Times of 26th July, 1994 under the caption "Banks one cannot bank on";

(b) if so, the facts thereof; and

(c) the reaction of the Government thereto;

(d) the action taken to revamp the working of the nationalised banks;

(e) the names of the nationalised banks which are running into losses and by how much and what steps have been taken to bring them out of red or to merge them with other profit making banks;

(f) whether Government have reviewed the working of the nationalised banks; and

(g) if so, with what results?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) Yes, Sir.

(b) The newsitem refers to unsatisfactory customer service in nationalised banks.

(c) Customer Service in banks is regularly reviewed from time to time by Reserve Bank of India/Government and necessary measures taken to improve the same. A Committee under the Chairmanship of Shri M. N. Goiporia, the then Chairman, State Bank of India was constituted in September, 1990 to examine customer service in banks. The Committee made wide ranging recommendations. Reserve Bank of India have already issued necessary instructions to the banks for implementation of the accepted recommendations of the Committee.

(d) and (e) Nationalised banks have entered into performance agreements with the Reserve Bank of India with a view to improve performance in key operational areas. Out of the nationalised banks who have so far finalised their annual accounts for the year 1993-94, the following have incurred losses as per details given below:—

(Rs. in crores)

1.	Allahabad Bank	367.72
2.	Andhra Bank	162.25
3.	Bank of India	1089.15
4.	Bank of Maharashtra	296.93
5.	Central Bank of India	711.93
6.	Dena Bank	69.84
7.	Indian Overseas bank	351.18
8.	Punjab & Sind Bank	175.98